



## Student Handbook

Sunrise Services, Inc. is a major provider of community human services in Snohomish, Whatcom, and Skagit counties since 1977. Sunrise Caregiver Training Program is a division of Sunrise Services, Inc. and has been a major trainer of caregivers in these communities since 1997. We are a leader in the state developing and creating online and classroom trainings continually adding new courses. Sunrise Services, Inc. looks forward to a bright future. Sunrise Services, Inc. is owned 100% by Sue A. Closser, CEO. Ms. Closser's contact information is as follows: Corporate office: 811 Madison, Everett WA. 425-212-4211.

### **Mission:**

**To develop and offer training programs as an answer to those that value caregiving as a profession, value themselves as a caregiver, and honor those with needs while giving excellent and gentle care.**

### **Sunrise Caregiver Training Contact information:**

Everett: 425-212-4210

Mt Vernon: 360-755-3801

Email: [enrollment@sunriseemail.com](mailto:enrollment@sunriseemail.com)

Website: [www.sunrisecaregivertraining.com](http://www.sunrisecaregivertraining.com)

Online Training: [www.sunriseclasses.com](http://www.sunriseclasses.com)

**Office Hours:** Monday – Friday from 8:30 AM – 4:30 PM

**After Hours:** We do our best to be available to you, but instructors are not on call 24 hours a day. We answer all phone messages each morning as fast as we can as we recognize the importance of your questions. Leave a slow, clear message with your phone number and full name. You can also contact us by email.

To help with after-hour questions, you can view our inclement weather and training policies on our website home page. In addition you will find up-to-date class schedules in easy to read monthly formats.

**Holidays:** The following holidays will be observed and classes will not be held: New Year's Day, Martin Luther King Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day & day after, Christmas Eve & Christmas Day. Holidays are not counted as part of the contracted time schedule.

## Locations:

Everett Training Center  
7016 Evergreen Way  
Everett, WA 98203  
425-212-4210

Mt Vernon Training Center  
1908 Riverside Drive  
Mt. Vernon, WA 98273  
360-755-3801

Each facility is state of-the-art with a reception area, lecture room, and personal care skill lab. Training equipment includes: hospital beds, manikins, feeding stations, wheelchairs, Hoyer lifts, transfer belts, clothing, and much more. High-tech lecture aides are located at both facilities. Students should be aware that temperature in the training rooms may fluctuate and should plan on wearing light layers so they can adjust accordingly.



The school has a break room with a microwave, refrigerator, sink, and tables & chairs. Both male and female lavatories are available. There is free parking available in a well-lit parking lot. Facilities are located in close proximity to public transit and restaurants. Both training facilities are ADA accessible; additional reasonable accommodations will be provided upon student request. Students receive a half-hour lunch break for any all-day training.



## Instructors and Administrative Staff:

Our instructors and staff are integral to our success, ambassadors building community and forming links in the communities where they live and work. Every instructor is approved by the DSHS Training Unit. Instructors are registered nurses, have an associate or higher degree of education, or are persons with specific knowledge, training, and work experience in the provision of direct personal care, or other relevant services to the elderly or persons with disabilities requiring long-term care.

Methods of instruction includes, but is not limited to lecture, skills demonstration, practice exams, video, interactive student activities, scenario completion, and self-assessment.

Sharon Bowers, RN, BSN	Administrator and Director of Training & Development
Kodi Rosenquist, BA	Training Coordinator for Daily Operations and Student Advisor
Jaime Cornell, HCA-C	Assistant Training Coordinator and Student Advisor
Diane Johnson, RN	Instructor
Deborah Johnson, MSN, RN	Instructor
Dr. Cynthia Goins, Psychiatrist	Instructor
Millie Tholstrup, AA, HCA-C	Instructor and Online Course Development

## Licensure and Contracts:

Licensure: This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to:

Workforce Training and Education Coordinating Board  
124 10th Avenue Southwest  
Olympia, Washington 98501  
360-709-4600  
workforce@wtb.wa.gov

**Contracts:** Sunrise Caregiver Training Program is contracted by Aging and Long-Term Support Administration (ALTSA), Training, Communications, Development, and Quality Unit. Each one of our certificate or CE offerings has been approved by ALTSA. Your class completion certificates will have DSHS approval codes and our training program number.

## **Anti-discrimination Policy:**

We encourage diversity and accept students from all minorities. We do not discriminate on the basis of race, creed, color, national origin, sex, veteran, military status, sexual orientation, or the presence of any sensory, mental, or physical disability, or the use of a trained guide dog or service animal by a person with a disability. We acknowledge that information pertaining to a student's disability is voluntary and confidential, and will be made on an individual basis. If this information is presented, we will reasonably attempt to provide an accommodation to overcome the effects of the limitation of the qualified applicant.

## **Accommodations:**

We provide reasonable accommodations to qualified Students with disabilities so they can participate in our educational courses. Some classes may require medical documentation because of the rigors of curriculum. Inquiries about accommodations should be emailed to [enrollment@sunriseemail.com](mailto:enrollment@sunriseemail.com)

## **Allergies:**

Students who have a severe allergy (such as an airborne or touch peanut allergy) are required to let the office and instructor know in advance so that the instructor can initiate proper precautions during the class. Other students will be advised to accommodate the precautions. It is the student's responsibility to ensure they have a non-expired epi pen with them in class, as well as any other allergy-related medicine.

**ESL Students:** We make every effort to assist students with English as a second language, however we cannot offer one-on-one training. Our classes are offered in English only, but students may bring a language-to-language dictionary with them to class if needed. If a student wishes, they may also arrange to bring a private interpreter with them to class. Arranging interpreter services is not something that Sunrise coordinates. The office staff and Instructor do need to be aware of this beforehand to plan accordingly for space. Interpreters may not help with any testing offered and should be aware they will not receive a certificate of completion for class.

**Computer Skills:** We also make every effort to students who are new to computer training. However we cannot offer one-on-one tutoring on computer lessons. Online courses are self-guided and self-led and the student is expected to possess basic computer skills and to be able to navigate the online course with minimal assistance from the Training Coordinators. If a student does get stuck in their online course, there is a help document that students can access from their online account directly, as well as contact information to reach staff for further assistance if needed. In the rarest of circumstances that a student's need for assistance is greater than what our staff thinks they can provide, we reserve the right to refer the student to alternative learning options.

## Enrollment

Enrollments can be done online, by phone, or in-person and must be done in advance before the course date. The course catalog lists all course fees. Class fees include any textbooks if applicable, handouts, or other student materials (not applicable to HCA-C Bridge - see that section). Payment is due in-full at the time of enrollment. A confirmation with all vital class information will be emailed after enrollment is processed. If the class a student selects is full, office staff will contact the student to help place them in an open session for the same subject, get them on a waitlist for desired session if requested, or help with a refund if needed. Students are required to bring their own pens/pencils, notebook, or other items they may need to class.

## Grading System

**Continuing Education (online and classroom):** Each class requires a competency quiz which must be passed at 80% or higher. Students are given 3 times attempts to pass the quiz. Training Coordinators are available to advise students who do not pass after the third attempt. We will work with you for your success.

**Specialty Training:** Dementia and Mental Health Specialty classes require a written competency test which must be passed at 80% or higher. Students that do not pass may schedule a retest within 30 days of their course. Testing is offered every Tuesday at 9am. Retesting must be scheduled in advance by contacting the office.

**75 Hour Basic Training:** The Training is divided into 3 sessions which can be taken in any order:

- Orientation and Safety, 5 hours (online or self-study printed book)
- Core Basic Training, 40 hours (40 hours classroom + skills lab)
- Population Specific, 30 hours (online, classroom, or combination)

Successful completion to obtain a corresponding certificate requires that the student has 100% attendance and actively participates in all sessions within 60 days from date of enrollment. We record the daily attendance of each student. Records are available for student review.

Instructors provide in-person skills critique during personal care skills training. Each student must successfully complete each skill with instructor documentation. Each module of the class has competency testing with an additional written practice exam at the end. This allows for students to have the opportunity for evaluation of their individual progress.

Final competency testing for 75 Hour Basic Training is conducted by Prometric, who is contracted by the WA Department of Health. This is scheduled by students separately as Sunrise has no ability to register student's for the State exam.

## Code of Conduct:

The following conduct is unacceptable, will not be tolerated, and is grounds for dismissal from our program:

- All types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, forgery, and alteration or use of institution documents with intent to defraud.
- Cell phones: cell phones are not allowed to be used during classes or testing. Cellphones must be turned off and stored away from the workspace. There are no exceptions except when allowed out if the student has informed the Instructor in advance that they are using an electronic dictionary (see “dictionaries” section for more information). Student should not be expecting to be on-call for their employment during this time, and should plan ahead with their employer so proper coverage for their position is found during training.
- Cheating: Belongings must be away and on the floor during any testing. Cheating in any form will not be tolerated, and will result in a zero grade for the exam/ejection of the course. This includes attempting to take pictures of any test. Any retest needed after that point will be charged at the cost of the class before being rescheduled. Retesting will still count as the student’s second try at the exam regardless of repaying for the cost of the course. Students determined to have been cheating will also sit next to an Instructor during all future exams/classes.
- Forms of bias including race, religion, ethnicity, gender, disability, national origin, veteran status, and creed as demonstrated through verbal and/or written communication and/or physical acts.
- Intentional disruption or obstruction of teaching, administration, disciplinary proceedings, public meetings, and programs, or other school activities.
- Sexual harassment including creating a hostile environment and coercing an individual to perform sexual favors in return for something.
- Student acts of criminal behavior that place any person in imminent danger are prohibited on all school grounds.
- Tardiness is disruptive to the class and instructor and is strongly discouraged. Admissions for tardy students is at the discretion of the Instructor, though generally any student arriving more than 15 min late will need to reschedule that class date.
- Theft or damage to the school premises or damage to the property of a member of the school community on the school premises.
- Violation of the law on school premises. This includes, but is not limited to, the use of alcoholic beverages or controlled dangerous substances.
- Violation of published school policies.



## Student Dismissal:

Students may be dismissed from the school for the following reasons:

- Not adhering to the school's rules, regulations, policies, and code of conduct.
- Missing more than 20% of instruction time
- Not meeting financial responsibilities to the school

The school Director will notify the student in writing should it become necessary to dismiss the student. The dismissal letter will contain the date and the reason for dismissal. Prepaid tuition will be refunded per the school's refund policy.

The Instructor has the authority to end a student's participation in the program at any time if the Instructor has determined that the student is being disruptive to the class, refuses to engage or participate in classroom/skills lab/clinical activities, or there is a violation of clinical confidentiality skill performance, or any other additional reasons as deemed fit by the Instructor. The student will be asked to discontinue that session and the student will have to repeat the class again from Day 1 at full cost.

## Re-entry:

Students dismissed from the school who request re-entry must put the request in writing to the school Director:

- In cases where the student was dismissed for excessive absences (greater than 20 %) or financial concerns, it may be possible to re-enter within the same school term.
- In cases where the student was dismissed due to unacceptable conduct, the student may have to meet with the Director before re-entering the school. The decision of the Director is final and the student will receive a letter within five business days stating the decision.

## Testing:

We offer testing for Nurse Delegation Core & Diabetes, the Specialties, and NAC Bridge re-tests Tuesday mornings at 9:00 AM. The latest to check-in for testing is 9:15 AM. Students must complete testing by 11:00 AM.

Students have two chances to pass their exams. Retesting cannot occur on the same day as the first exam. Students are required to bring valid picture ID to check-in, and will be asked to reschedule testing without this.

**Nurse Delegation Core and Diabetes:** Testing/retesting must be completed with-in 30 days of enrollment. Students need to bring their completed workbooks with them to check-in. Students without their workbooks, or without a completely filled-out workbook will be asked to reschedule. Workbooks are the student's property and should be picked up after testing. Workbooks that are left will be discarded. Students doing Nurse Delegation Diabetes alone are also required to bring a copy of their Nurse Delegation Core certificate as well at check-in as this is the State required prerequisite for this course. State regulations require a minimum passing score of 80% for ND Core, and 90% for ND Diabetes.

**Mental Health/Dementia Specialties:** In order to ensure your highest success rate, a student may choose to take their test on Tuesday Testing instead of the end of class if desired. Testing/retesting must be completed within 30 days of the class.

**HCA Bridge:** Student initial testing is done during class with a minimum passing score of 80%. Retesting must be completed within 30 days of the class.

### **Interpreters and Dictionaries:**

**Dictionaries:** Students may use electronic or paper translation dictionaries during class or testing if desired. Instructors have the right to check student cell phones/electronic devices to ensure only a language-to-language dictionary is in use on the device.

**Interpreters:** Sunrise does not provide interpretation services. Students may privately arrange for an interpreter during their classes if desired, but the interpreter may not assist during any form of testing. Interpreters will not receive a certificate of completion at the end of class.

### **Financial Aid:**

At this time we do not offer financial assistance. We are not authorized to offer Federal Financial Aid. We pledge to make every effort to keep our classes affordable and easy to access. If you are not currently employed, then we encourage you to contact WorkSource for assistance.

WorkSource Everett: (425) 258-6300  
WorkSource Mount Vernon: (360) 416-3600  
Website: <https://www.worksourcewa.com/>

### **Complaint Process:**

Nothing in this policy prevents a student from contacting the Workforce Board (the state licensing agency) at 360-709-4600 at any time with a concern or a complaint. Students who have a complaint or who would like to appeal a dismissal must request in writing an appointment for an interview with the school Director. The written request should include the following information:

- Student's full name and current address
- A statement of the concern including dates, times, instructors, and if applicable, & other students involved
- Date of complaint letter and signature of the student
- Three dates in which the student would be available for a meeting with the school Director. These dates should be within 10 business days of the complaint.

The school Director will notify the student in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of instructors will hear the concerns and will be asked to assist in bringing a resolution to concerns and / or appeals. The student will be notified in writing within five business days of the outcome of the meetings. Should the contract be canceled by either the student or the school the last date of attendance will be used as the date to calculate any refund in accordance with the school's refund policy.



## **Placement Assistance:**

At this time we do not offer placement assistance. Demand for our well-trained caregivers is very high in all communities.

## **Transcripts and Certificates:**

Attendance is required for all sessions in order to receive a certificate. We record the daily attendance of each student. Records are available for student review. Students will need to meet all financial responsibilities before a Certificate of Completion will be issued.

**Classroom:** Most certificates will be issued at the end of class or mailed within 5 business days.

**Online:** It is the student's responsibility to download their own certificate upon completion of a course and provide their employer with a copy. Copies of certificates will be emailed upon request.

**School closure:** Transcripts, certificates, & student records are scanned and stored for 50 years or until the school closes. If the school closes, records may be forwarded to the Workforce Training and Education Coordinating Board.

**Copies:** For copies of transcripts and certificates contact: [enrollment@sunriseemail.com](mailto:enrollment@sunriseemail.com)  
Fee: \$10.00 per Certificate Copy / Transcript / Record

## **Student Cancellation / Refund Policy**

### **Refund policies vary based on the class, program length, and payment method.**

**To cancel training:** To cancel a class please call: 425-212-4210 for Everett or 360-755-3801 for Mt. Vernon classes and speak to someone directly. If a message is left that is not able to be understood, or is missing vital information (such as full name, phone number, etc.) we will not be able to cancel your class in time. It is the student's responsibility to follow-up and make sure the cancellation request was received.

**No call/no show:** When a student fails to show up to class without advanced notification, it denies a seat to another student that may greatly need it. Please make every effort to make it to class, and contact the office in advance of class if you know you can no longer make it. We do not refund for missed classes.

**Private Career School:** The State requires a set of guidelines on refunds for those students that are considered as completing a private career school program. The requirements for a student to fall into this category would be both:

- A. Student is taking more than 24 hours of the 75 hour Basic Training.
- B. Student is either paying for their own training, or is funded by a State program (so employer paid, or third-party paid students are *not* in this category)

**For Private Career School Refunds:** The school must refund all money paid if the applicant cancels within 5 business days (excluding Sundays and holidays) after the day the contract is signed or payment in full is made, as long as the applicant has not begun training. Students must prepare a written notification of withdrawal and submit it to the school Director which contains the student's name, address, and date. All financial obligations on the part of the school and the student will be calculated using the last recorded date of attendance.

The school must refund all monies paid if the student not accepted. This includes instances where a starting class is cancelled by the school.

The school may retain an established registration fee equal to ten percent of the total tuition cost, or one hundred dollars, whichever is less, if the applicant cancels past the fifth business day after signing the contract. A registration fee is any fee charged by a school to process student applications and establish a student record system.

1. If training is terminated by the student after the student enters classes, the school may retain the registration fee established under (3) of this subsection, plus a percentage of the total tuition as described in the following table:

<b>If the student completes this amount of training:</b>	<b>School may keep this percentage of tuition:</b>
One week or up to 10%, whichever is less	10%
More than one week (or 10%), whichever is less, but less than 25%	25%
25% through 50%	50%
More than 50%	100%

2. When calculating refunds, the official date of a student's termination is the last day of recorded attendance:
  - When the school receives notice of the student's intention to discontinue the training program; or,
  - When the student is terminated for a violation of a published school policy which provides for termination; or,
  - When a student, without notice, fails to attend classes for thirty calendar days.
3. All refunds must be paid within thirty calendar days of the student's official termination date.

**Refunds or non-career school students in all classes (except NAC Bridge) :**

Refunds will only be issued for training when 7 or more days' notice is given (including weekend and holidays). If enrollment occurs less than 7 days before class starts, attendance is considered mandatory and there will be no refunds.

A refund will not be issued for a freely rescheduled course (see reschedules).

Classes are non-transferable to other students and due to their nature, self-studies are non-refundable. Books and supplies will not be refunded once picked up or mailed.

**NAC Bridge Class Refunds:** 14 or more days' notice is required to cancel class for refund of cost of class. Refunds will not be issued for any books or supplies once picked up.

## Reschedules:

**Incomplete Courses:** For multiple-day classes one free makeup course is permitted. The makeup day(s) must be completed within 60 days of the original enrollment & during 1 session for multi-day classes. Contact the Training Coordinator to schedule the makeup. Each day of training that needs to be made up after the free makeup has been used will be charged at \$75 a day. After 60 days from the original enrollment, if the course is still incomplete then the student will have to re-enroll for the entire class again. Students that leave during class & are unable / do not return will need to make up that full day of class again.

**In-Class Reschedules:** In all on-site training except Bridge NAC course (see HCA-C Bridge section), students are allowed 1 free reschedule to a new session for the same course missed. Rescheduled courses must be completed within 60 days of the original class session & are not transferable to other students. Please contact the Training Coordinator to get rescheduled to an open session. If the free reschedule has already been used, or is scheduled outside the 60 day window from original class, then the student would need to re-enroll in the course at full cost. Students should be aware that missing the first day of Basic training, will result in the entire session needing to be rescheduled.

**Nurse Delegation Core/Diabetes:** Testing for self-studies, including retesting, must be done within 30 days of the original enrollment date. Testing is offered at set-times – Tuesdays at 9:00 am. Students may reschedule their exam for free 1 time. After 30 days is up/free reschedule is used, the student must re-enroll for the class(s) at full cost.

## NAC Bridge Program:

**All policies and procedures apply to students who want to be placed on or maintain a spot on a waitlist in addition to those who are actively enrolled.**

Students must have an active HCA-C **prior** to enrolling the NAC Bridge program. NARs or exemption status from the new training requirements do not meet this prerequisite. The student can begin to turn in the required documentation prior to enrollment, but cannot enroll in a session until their credential has been verified.

Students are always welcome to purchase books / supplies in advance to prepare for class. Class fees are due in-full at enrollment. We do not accept partial payments.

**Required Documents: All required documentation must be received by the hard deadline of 7 calendar days prior to the 1<sup>st</sup> day of class by 12:00 noon. If not received by the deadline, the student will be dropped from class & charged 50% of the current enrollment fee to reschedule to an open session within 6 months.** If new enrollment occurs more than 6 months from original class, this would be considered a new enrollment at-cost. It will be the student's responsibility to ensure all required documentation submitted will meet the program requirements and was received on time. The student should allow as much time as possible before the deadline to submit requirements should any item submitted not work. Training Coordinators will not issue requests for required documentation - this is the student's

responsibility to turn it in timely. The Training Coordinator will notify you of your inability to attend should you miss your deadline.

**Rescheduling:** There is a \$100 reschedule fee for switching sessions in this course regardless of the circumstances. Requests to switch to a different session must be received 1 week or more in advance of the start date of the original session. If a 1+ week notice is not received, the student will be required to re-enroll to another available session at 50% of the current enrollment fee. Students must reschedule to a new session within 6 months of original class, otherwise this would be considered a new enrollment at-cost.

**No Call/No Show:** Students should be aware that missing this class without prior notification will result in the entire session needing to be rescheduled at full price.

**Refunds:** Refunds will not be issued unless 14 or more days' notice of student withdrawal before the first day of class is given.

**Waitlist:** Student's that have an active HCA-C may be placed on a waitlist for sessions which are already full. Waitlisted students do not need to pay for class unless they are called about an opening. If called, the student will have 24 hours to determine if they can accept the spot, & pay for the class. After this time frame passes, the next student on the list will be contacted. In the event that a spot opens up very close to the start of class, the 24 hours to make a decision may be waived & the next student on the list may be contacted if the office cannot reach the student directly.

For a student to maintain their spot on the waitlist, the office must be able to verify their active credential. If verification is not obtained, the student will be dropped from the list & notified. Waitlisted students are expected to turn in all documentation by the required deadline (see documents section above) for the waitlisted session in order to maintain their spot on the list. Those that do not provide the documentation by deadline will not be considered for a spot.

## More Questions?

Please contact us at: [enrollment@sunriseemail.com](mailto:enrollment@sunriseemail.com) or call 425-212-4210 (Everett Training) / 360-755-3801 (Mt. Vernon Training).

Thanks

***You're going to love our classes!***